

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL**

Section 8.3 **Consumer and Family Satisfaction Survey**

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8.3.1 Introduction

The administration of consumer surveys is an important way to solicit feedback from enrolled persons regarding the performance of the public behavioral health system. Information collected from surveys will be used to improve the behavioral health system. ADHS/DBHS currently administers a statewide consumer survey primarily based on the Mental Health Statistics Improvement Program (MHSIP) surveys (the Adult Consumer Survey and the Youth Services Survey for Families), both of which have been widely adopted by a number of states. The surveys are administered every two years to a statewide statistically valid sample of enrolled persons receiving services through the public behavioral health system. In addition to these surveys, the Tribal and Regional Behavioral Health Authorities (T/RBHAs) may also conduct other surveys associated with legislative or other special projects.

8.3.2 References

- [AHCCCS/ADHS Contract](#)
- [ADHS/T/RBHA Contract](#)
- Mental Health Statistics Improvement Program (MHSIP) Survey Tool

8.3.2 Did you know...?

- All T/RBHAs are required to participate in and collaborate with ADHS/DBHS in planning, implementation, data analysis and results reporting for the biennial statewide consumer surveys.
- ADHS/DBHS compiles survey data submitted by the T/RBHAs and completes a statewide analysis of survey results, including performance improvement plans, based on this analysis. The results of the statewide consumer surveys are public information and are available upon request to all interested parties.
- Each T/RBHA conducts an in-depth analysis of the survey data and copies of the report may be obtained from the respective T/RBHA.
- ADHS/DBHS conducts pre-planning activities on a year when the statewide consumer surveys are not administered. This is the time when suggestions or recommendations from all interested parties are considered to improve the survey process for the next survey cycle.

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8.3.3 Procedures

8.3.3-A. Statewide Consumer Survey

Biennially, ADHS/DBHS and the T/RBHAs jointly conduct a statewide consumer surveys. The purpose of the survey is to assess consumer perception of access to services, quality and appropriateness of services, outcomes of services, participation in treatment planning, cultural sensitivity, and general satisfaction with services received, in a format that facilitates benchmarking with other states. The results of the survey are used to initiate performance improvement efforts and activities throughout the T/RBHA geographic service area (GSA).

T/RBHAs may request participation of behavioral health providers in the implementation of the survey and will inform providers of participation requirements at the time the survey will be conducted.

[RBHA insert specific language here]

8.3.3-B. Other Consumer Surveys

T/RBHAs may request behavioral health providers to participate in survey activities other than the statewide consumer surveys. These surveys may be required in association with legislative or other special initiatives. **[RBHA enter specific information here regarding behavioral health provider expectations for administration of other periodic surveys]**